

BTA | INDUSTRY PARTNER NEWSLETTER

THE LATEST NEWS AND UPDATES FROM OUR BTA INDUSTRY PARTNERS



Delta Extends Medallion Status, Club Memberships And More To Support SkyMiles Members' Future Travel

Delta extends Medallion Status, Club Memberships and more to support SkyMiles Members' future travel

Delta SkyMiles Medallion Members will enjoy the same loyalty benefits throughout 2021 as they have in 2020. The 12-month Status extension is part of Delta's work to offer greater flexibility as coronavirus impacts travel plans, so customers can rest assured their Status will be there when they're ready to fly.

The following updates will happen automatically over the coming weeks, with no action needed from customers:

Medallion Members

- All Medallion Status for 2020 will be automatically extended for the 2021 Medallion Year.
- All Medallion Qualification Miles (MQMs) from 2020 are being rolled over to 2021 to qualify for 2022 Medallion Status.

Delta Sky Club Individual and Executive memberships with an expiration of March 1, 2020, or later will receive six additional months of Delta Sky Club access beyond their expiration date.

For more information please visit
<https://www.delta.com/>



Evolvi Extends Automated Refund Process To Advance Rail Tickets



Evolvi, the online corporate rail platform, has enhanced its automated refund process to make it as easy as possible for travel management companies to process refunds for Advance purchase rail tickets for journeys impacted by the coronavirus lockdown.

In addition, the Evolvi system now enables unrestricted ticket types to be refunded without the usual administration fee, as agreed by train operating companies (TOCs).

Advance tickets are usually not refundable. However, TOCs have confirmed that customers who purchased an Advance ticket before 0700 on March 23, for travel on or after March 23, are entitled to a full refund. Bookings must be cancelled before the date of travel so that a refund may be applied for.

Advance tickets sold after 0700 on March 23, for travel on the reduced timetable, will be eligible for refund only if the service is later disrupted or cancelled.

Customers who purchased an Advance ticket after 0700 on March 23 may exchange their ticket for travel at a later date provided that they request the change before the original travel date. Where this is the case, the usual amendment fee will not apply, however, should the fare for the new travel date be more expensive, then the fare difference must be paid.

www.evolvi.co.uk

For full refund information during the coronavirus period, please refer to Rail Delivery Group.

Helping BTA Members Navigate The COVID-19 Disruption

AMADEUS

At Amadeus, our priority is to ensure the health and well-being of our employees, and to support our customers. We are working on a daily basis to come up with concrete actions to help our business travel agency customers navigate the COVID-19 situation as best as possible.

On this [dedicated page](#) you can find help on the different areas below:

Access Support and Tips

Save time and provide efficient support to your customers with useful tips and tricks, automation tools, on-line trainings and more insights from our online community.

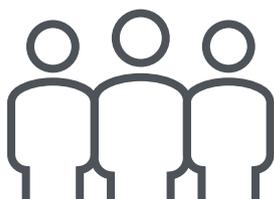
Work From Home

Ensure your business continuity and support your customers anytime, from anywhere.

Stay Updated

Access useful information and links to websites that can help you manage disruptions, like airlines and other travel providers' COVID-19 policies or IATA's list of travel restrictions.

ACCESS THE COVID-19 RESOURCE CENTRE NOW



**KEEP HEALTHY
KEEP SAFE
KEEP YOUR DISTANCE**

We will travel again.

Soon, we will step out from behind our screens.

We will look each other in the eye—instead of the camera.

We will clink glasses.
We will exchange hugs.
We will travel again.

Until then, stay healthy and stay positive.

We'll be waiting.



Accor has been focused on the safety and wellbeing of its customers, communities and employees on a daily basis for more than 50 years. Since the beginning of the spread of the coronavirus, Accor has had specialist teams working on ways to support its local and global communities and open its doors to the needs that this global pandemic has created.



A specific objective has been how to efficiently make services available to front-line medical staff, to all people engaged and mobilised in the fight against the spread of Covid-19, and to the most vulnerable populations.

Accor launched an emergency response platform to provide NHS, key workers and disadvantaged people with accommodation solutions in UK.

The Accor Response Desk has been created in collaboration with Accor's hotel owners in order to centralise needs and provide accommodation solutions for NHS and other healthcare providers, key workers, local authorities and charities seeking accommodation across the UK for those most in need. Through this platform, all requests can be sent to Accor Response Desk via ARD.UK@Accor.com. This system means the company can respond quickly to needs and open the doors of hotels across the UK for emergency use. In close collaboration with TMC partners Accor has been able to support Government needs nationwide.

In the UK, Accor is also working in conjunction with the Government, local authorities, NHS Trusts and charities to continue to identify additional needs and respond as effectively as possible to requests nationwide.

FIND OUT MORE

